



Environment and Sustainable Communities Overview and Scrutiny Committee

Date **Friday 12 May 2023**

Time **9.30 am**

Venue **Committee Room 2, County Hall, Durham**

Business

Part A

**Items which are open to the public and press.
Members of the public can ask questions with the Chair's
agreement and if registered to speak.**

1. Apologies
2. Substitute Members
3. Minutes of the Meeting held on 27 March 2023 and the Special Joint Meeting held on 14 April 2023 (Pages 3 - 16)
4. Declarations of Interest
5. Items from Co-opted Members and other Interested Parties
6. Environment and Climate Change Partnership Update
 - a) Report of the Corporate Director of Neighbourhoods and Climate Change (Pages 17 - 28)
 - b) Presentation by the Chair of the Environment and Climate Change Partnership (Pages 29 - 38)
7. Quarter Three 2022/23 Performance Management Report - Report of the Chief Executive Officer (Pages 39 - 56)
8. Such other business as, in the opinion of the Chair of the meeting, is of sufficient urgency to warrant consideration

Helen Lynch

Head of Legal and Democratic Services

County Hall
Durham
3 May 2023

To: **The Members of the Environment and Sustainable
Communities Overview and Scrutiny Committee**

Councillor B Coult (Chair)
Councillor J Elmer (Vice-Chair)

Councillors E Adam, P Atkinson, L Brown, J Charlton,
L Fenwick, G Hutchinson, C Kay, C Lines, B McAloon,
I McLean, R Manchester, C Martin, D Nicholls, R Potts,
J Purvis, J Quinn, T Stubbs, D Sutton-Lloyd and S Townsend

Co-opted Members

Mr T Cramond and Mr P Walton

Contact: Jill Hogg

Tel: 03000 269711

DURHAM COUNTY COUNCIL

Environment and Sustainable Communities Overview and Scrutiny Committee

At a meeting of the **Environment and Sustainable Communities Overview and Scrutiny Committee** held in **Committee Room 2, County Hall, Durham** on **Monday 27 March 2023** at **9.30 am**

Present:

Councillor B Coult in the Chair

Members of the Committee:

Councillors J Elmer (Vice-Chair), E Adam, P Atkinson, L Brown, L Fenwick, C Lines, I MacLean, R Manchester, C Martin, D Nicholls, R Potts, J Purvis, J Quinn and D Sutton-Lloyd

Co-opted Members:

Mr T Cramond

Also in attendance:

Councillor K Robson

1 Apologies

Apologies were received from Councillors J Charlton, C Kay, I McAloon, T Stubbs and from Mr P Walton.

2 Substitute Members

No substitute members were in attendance.

3 Minutes

The minutes of the meeting held on 20 January 2023 and the Special meeting held on 24 February 2023 were agreed as correct records and signed by the Chair.

4 Declarations of Interest

There were no declarations of interest.

5 Items from Co-opted Members and other Interested Parties

There were no items reported.

6 Quarter Three Revenue and Capital Outturn Report 2022/23

The Committee received a joint report of the Corporate Director of Resources and the Corporate Director of Neighbourhoods and Climate Change which provided details of the forecast outturn budget based on the position to the end of December 2022 (for copy of report see file of minutes).

The Finance Manager highlighted information on the budgets and forecast outturn position for Neighbourhoods and Climate Change and Culture, Sport and Tourism. The position showed a forecast limit overspend for Neighbourhoods and Climate Change of £0.543 million, against a revised budget of £116.184 million with Culture and Sport in a breakeven position. In addition, £2.7 million inflation related items treated outside of the cash limit included costs relating to pay awards, energy and fuel inflation and these were partially offset by waste contract underspends and higher income from power generation. The inflation figure of £1.25 million for Culture, Sport and Tourism related, in the main, to leisure centre energy costs. A breakdown of the revenue position and variances across heads of service areas were outlined in the report. The cash limit reserve position for Neighbourhoods and Climate Change stood at £0.134 million, providing a level of flexibility to deal with unbudgeted expenditure. The Committee noted the outturn also took account of a contribution to earmarked reserves of £5.7 million and the net drawdown from reserves of £7.1 million in Culture, Sport and Tourism related to the buy-out of Competition Line contracts.

The capital budget for Neighbourhoods and Climate Change was almost £33 million, with key areas of spend being highways and bridges and environmental schemes. Expenditure for Culture, Sport and Tourism amounted to £12.7 million at the end of quarter three.

Councillor Elmer referred to energy costs and asked what steps were being taken to transition from oil and gas heating to other energy sources and to improve energy efficiency in leisure centres and other Council buildings via prioritising insulation. The Finance Manager highlighted initiatives such as the geothermal project at the Louisa Centre and he added that he would request information on the insulation of buildings from colleagues in Corporate Property and Land, for a full response to be circulated to the Committee.

Councillor Adam referred to £2.7 million required to support budgets and he asked where the funding would come from. The Finance Manager explained it will be met from corporate contingencies and in respect of the £1.25 million required for Culture Sport and Tourism, this was an additional cost relating to energy costs for leisure centres which had been built into the budget at a corporate level.

Councillor Adam then asked for an explanation of the underachievement of income in respect of the Clean and Green service. The Finance Manager highlighted that there had been a reduction in demand for the service, partly as a result of the academisation of schools and steps were being taken to address the issue with the service proactively seeking new business.

The Finance Manager clarified figures for the highways services non-trading overspends, £1.294k and £1.251k were typographical errors and the figures were millions, not thousands. He also clarified that figures shown in red denoted underspends. Councillor Quinn asked whether it would be possible for future quarterly budget reports to denote overspends in red as this tended to be the usual practice particularly in relation to school accounts.

Councillor Nicholls referred to the underspends in Appendix 3 and expressed concern that staffing vacancies may be a contributing factor. The Finance Manager agreed that there had been some issues relating to recruitment, therefore, improvements were being made with regard to the advertising of vacancies.

Responding to a question from Councillor Martin on the drawdown from reserves of £7.1 million relating to the buy-out of Competition Line contracts, the Finance Manager confirmed that the cost of the buy-out had been budgeted for.

Resolved:

That the report be noted.

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DURHAM COUNTY COUNCIL

SPECIAL JOINT ENVIRONMENT AND SUSTAINABLE COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE AND ECONOMY AND ENTERPRISE OVERVIEW AND SCRUTINY COMMITTEE

At a **Special Joint Meeting** of the **Environment and Sustainable Communities Overview and Scrutiny Committee and the Economy and Enterprise Overview and Scrutiny Committee** held in the **Council Chamber, County Hall, Durham** on **Friday 14 April 2023** at **9.30 am**

Present:

Councillor B Coult in the Chair

Members of the Committees:

Councillors E Adam, J Charlton, J Elmer, C Kay, R Manchester, C Martin, B Moist, D Nicholls, R Ormerod, J Purvis, J Quinn, A Reed, K Robson (Vice-Chair), D Sutton-Lloyd and S Townsend

Co-opted Members:

Mrs R Morris, Mr E Simons and Mr P Walton

Also in attendance:

Councillor E Scott – Cabinet Portfolio Holder for Economy and Partnerships

1 Apologies

Apologies were received from Councillors L Brown, L Fenwick, G Hutchinson and Mr T Cramond.

2 Substitute Members

No substitute members were in attendance.

3 Declarations of Interest

There were no declarations of interest.

4 Items from Co-opted Members and other Interested Parties

There were no items reported.

5 County Durham's Visitor Economy

The Committee received a report of the Corporate Director of Regeneration, Economy and Growth which provided an overview of the tourism and visitor economy and cultural services (for copy of report and presentation see file of minutes).

The Chair welcomed Alison Clark, Head of Culture, Sport and Tourism, and Michelle Gorman, Strategic Manager for Tourism and the Visitor Economy to the meeting. The Head of Culture, Sport and Tourism introduced the presentation and highlighted recent significant strategic opportunities including the development of a new Destination Management Plan and the launch of the Inclusive Economic Strategy for County Durham.

The Committee noted that Visit County Durham (VCD) is part of the Culture, Sport and Tourism Service of Durham County Council and that VCD is the destination management organisation for County Durham. A recent review of destination management organisations resulted in the development of a new accreditation scheme for destination management organisations to become Local Visitor Economy Partnerships (LVEPs). Visit County Durham, Newcastle Gateshead Initiative and Visit Northumberland were accredited by VisitEngland as LVEPs and in November 2022 the north east region (LA7 area) was selected for a new destination development partnership pilot with Newcastle Gateshead Initiative as the accountable body. The aim of the pilot is to develop new initiatives to attract visitors and investment into the visitor economy.

County Durham's Inclusive Economic strategy was adopted by the Council in December 2022. Key priorities of the strategy include the development of a clear brand and place marketing to attract inward investment, to grow the visitor economy and enhance the cultural and creative infrastructure. Work is currently underway to develop delivery plans to underpin the strategy which will be adopted later this year. The Destination Management Plan for 2023-2026 seeks to embed the aims of County Durham's Inclusive Economic Strategy.

The Head of Culture, Sport and Tourism explained how the culture and heritage offer in County Durham is one of its most powerful assets and she illustrated how culture aligns with the visitor economy. The Committee heard that the Council directly delivers events and festivals such as Lumiere and the Bishop Auckland and Seaham food festivals. The Council manages its own theatre provision and it is increasing theatre productions in indoor and outdoor venues, casting local actors, writers and directors where possible.

Museums and heritage buildings are enjoyed by residents and visitors alike and the officer provided details of developments and new ways of working to attract more visitors and improve the quality of the existing visitor experience. The county also benefits from a unique landscape which supports the health and wellbeing of residents and the visitor economy.

Information was presented to the Committee on a Visitor Survey which gathered views of 1,200 visitors to Durham during the summer of 2022. The survey found that an increasing number of people use social media, with 50% of those surveyed finding information for their visit on Instagram. The most frequently listed attractions included Beamish Museum, Durham Cathedral and Castle and High and Low Force. In terms of visitor experience, respondents liked the peaceful nature of the county, the variety of things to do and the friendliness of the people. The availability of public toilets and the shopping experience were areas of dissatisfaction. All respondents said they would recommend the destination and 96% said they would visit again.

The Chair thanked officers for the informative report and presentation and invited comments and questions from Members.

Councillor Reed observed the importance of the transport system with regard to the visitor and tourism economy and asked what was being done to improve travel connectivity across the county and how information on travel options is provided to visitors. The Strategic Manager for Tourism and the Visitor Economy highlighted that transport links across the county are a challenge however there is a dedicated Information Team which provide advice both pre and post visit and visitor information outlets are located at approximately 300 locations throughout the county. Councillor Reed spoke of the increase in holiday bookings by app, which also allow the user to book excursions and asked whether the Council has plans to introduce this. The officer explained that there were no plans to introduce an app and she explained that travel regulations require those offering packages, as would be the case with an app, to become bonded and by default, they would then become responsible for service providers. The officer confirmed that platforms are used, such as that provided by the National Tourist Board, on which itineraries and excursions are promoted.

Councillor Martin commented on the success of the regular events such as the food festivals and Lumiere and he referred to the popularity of walking and cycling and asked what action is taken to fill gaps in provision, at a local level.

Officers responded that there is regular dialogue with tourism businesses to encourage them to provide services, for example, to encourage cafés and bicycle shop start-up businesses in areas where there are walking and cycling routes. Business Durham is proactive in providing advice and guidance to small businesses, including advice on funding streams.

Councillor Ormerod pointed out that the North Riding of Yorkshire is represented in County Durham and he suggested that more could be done to promote the link. The Strategic Manager for Tourism and the Visitor Economy responded that County Durham is promoted as the gateway to the Yorkshire Dales, however it is important to maintain the County Durham identity. Officers agreed to look into the suggestion in greater detail and referred to the attendance of Visit County Durham representation at the Yorkshire County show which aimed to further promote County Durham as a visitor destination.

Councillor Adam acknowledged the importance of a high level strategy and requested further detail on LVEPs. Councillor Adam also highlighted that smaller towns and villages are an important aspect of the cultural identity as they often have small heritage sites, parks and walking routes, using the example of Brightwater, which has a number of walking routes in the county and town and parish councils which host local events. He suggested that expanding the local offer may be key to achieving the aim of encouraging visitors to stay in the county for longer. The Head of Culture, Sport and Tourism confirmed that the Destination Management Plan covers the full range of County Durham's assets and continued that one of the aims of LVEPs is to develop local economic growth and she recognised the role that small towns and villages play in developing the sense of place. She explained that the LVEP accreditation process was robust and focused on developing the visitor economy on all levels. The Head of Culture, Sport and Tourism confirmed that VCD's website contains a great deal of detail about various towns and villages within the county and that the VCD Team work with AAPs, parish and town councils and other partners to promote local attractions and events.

The Strategic Manager for Tourism and the Visitor Economy confirmed that her team would be getting in touch with AAPs to gather feedback on the current pages on VCD's website and in addition, the team would continue to work with Brightwater and promote walking routes within the county.

Referring to resources, Councillor Adam asked whether a figure was available as to how much investment would be required to make a significant impact on the visitor economy in the county.

The Strategic Manager for Tourism and the Visitor Economy replied the figure was infinite however she recognised the limitations with regard to public sector funding and gave example of sources of private sector funding including the Arts Council and National Lottery funding.

The Portfolio Holder for Economy and Partnerships, Councillor Scott, spoke of the steps that had been taken to enhance the economic strategy and commented that the newly appointed Head of Economic Development will work with strategic asset partners to maximise resources.

Councillor Charlton expressed concern that the report omitted to mention important local heritage sites such as the Causey Arch, Tanfield Railway and the C2C cycle route. The Head of Culture, Sport and Tourism responded that they are at the heart of the county's heritage and whilst they were not featured in the report and presentation, they are an essential part of the offer on the website. She referred to the emerging plans for the celebration of the bicentenary of the Stockton and Darlington Railway in 2025 and the hope that events and celebrations across communities along the route will attract funding. The Strategic Manager for Tourism and the Visitor Economy highlighted that Tanfield Railway is a VCD partner and she added that the C2C cycle route and Causey Arch are significant assets. She informed the Committee that a great deal of work had been done in the Derwentside area to encourage small businesses to provide associated services for the walking and cycle routes.

Councillor Charlton observed that the visitor survey sample of 1,200 visitors was small compared to the number of visitors the county typically attracts and she suggested that liaising with hotels to ask their customers to complete a short questionnaire may have resulted in gaining a broader perspective. The Strategic Manager for Tourism and the Visitor Economy replied that 1,200 was considered a sufficient sample to reflect visitors' views, however, she agreed to consider the suggestion for future surveys.

Councillor Moist expressed the view that the information presented did not reflect the 'asks' in the work programme and he commented that he would like to see detail on how the tourism sector is performing within the county's economy as a whole; how success is measured and an analysis of where improvements are required. He also questioned what action was being taken to keep pace with societal change and offer new activities. Councillor Moist also asked for information on how the county is taking advantage of the amount of people who are 'staycating' following the Covid-19 pandemic.

Officers highlighted information at paragraph 55 showing continued growth since the pandemic and that the draft Destination Management Plan will include projections over a 5 year period. A robust reporting system is in place with information on work with the business community, including jobs created and supported, being reported quarterly, through the Council's performance monitoring framework.

Councillor Moist requested that an update on the emerging Destination Management Plan be brought back to a future meeting of the Committee and he added that he would like to see how Visit County Durham measures its success. In response to a suggestion from Councillor Moist that a working group be set up to explore Members' suggestions for future work, the Chair pointed out that Members were at liberty to contact Visit County Durham to put forward their suggestions.

Councillor Quinn asked whether a recent newspaper report that the comedian Roy Chubby Brown was asked not to return to the Empire Theatre was correct. The Head of Culture, Sport and Tourism clarified that when the reporter asked whether the theatre planned to book the act, the response to that question was no. Councillor Quinn then asked whether information on ticket sales for the comedian's previous performance was available and the officer responded that she could provide that information following the meeting however previous events had not been sold out. Councillor Quinn stated that he would be concerned if the Council was no longer offering alternative / adult comedy and the Head of Culture, Sport and Tourism clarified that the Council has a duty to produce a varied programme. She added comedy is an important part of the programme and noted that the Comedy Store will appear at the Empire Theatre in May.

Councillor Sutton-Lloyd welcomed the engagement with strategic partners and the work done at a grass roots level. He spoke of the county's vast array of assets including the landscape, natural habitats and walking and cycling routes and agreed with the suggestion by Councillor Moist that a discussion with Visit County Durham to develop ideas would be useful. The Chair commented that if Members were agreed that they would like to pursue this, the matter could be explored further.

Rosemary Morris requested further information on the emerging Destination Management Plan, in particular in relation to visitor profiles, including which demographics were being targeted and what the offer is for different age categories of visitors. She raised concern at the lack of hotel / overnight stay accommodation in the smaller towns and villages.

Officers explained that the Destination Management Plan aims to encourage more people to visit, to engage in a greater range of activities and to stay in the county for longer. Analysis of data from previous years indicates a gap in the family product and officers confirmed that the target audience includes the family market and plans are being developed with a view to visitors of the future.

In response to a question from Rosemary Morris as to the offer provided for the cruise market, the Strategic Manager for Tourism and the Visitor Economy highlighted work carried out with the Port of Tyne, Newcastle Airport and private sector partners to develop products specifically for the cruise market. In response to a question as to whether coach tours of the county are offered, officers replied that the majority of coach tours take visitors to destinations out of the county, however, an increasing number of tour guides are offering guided walks within the county.

Councillor Elmer observed the lack of a distinctive shopping experience and remarked that the county has a culture of food production through allotments, breweries and farms and many producers would like to sell their products in shops but find the cost of rents prohibitive. The Strategic Manager for Tourism and the Visitor Economy replied that evidence suggests that Durham is not known for a distinctive shopping experience. A number of Community Interest Companies have collaborated to use premises in the city as a 'shop-window' from which to sell their products. In addition, the county's attractions are encouraged to sell locally produced products.

Councillor Elmer also remarked on the negative impact of encouraging more tourists into the county on fragile ecosystems. The Strategic Manager for Tourism and the Visitor Economy stressed that the negative impact of tourism is a consideration; the aim is for slow and steady growth and the Destination Management Plan is being developed with the principles of sustainability. In addition, tourism planning applications are assessed for their impact on the environment.

Councillor Robson referred to the county's international student population and asked what is done to encourage students to venture out of the city centre. He suggested that the production of a publication similar to Durham County News to promote tourist and visitor attractions may be useful and he added that he would like to see the county promoted internationally; noting that the smaller towns and villages often have stories to tell. Officers informed the Committee of the engagement work done with Durham University students during open days and freshers' week and the distribution of the Durham Pocket Guide.

The Committee heard that social media influencers are encouraged to visit the county's 'hidden gems'. Officers pointed out that advertising can be costly, however, government funding had been used in previous years to advertise County Durham on the London Underground and in King's Cross Station.

The Committee noted the 2025 Stockton and Darlington Railway bicentenary celebrations will provide an opportunity to promote Durham nationally and internationally. Councillor Robson referred to the links with the Locomotion No 1 historic pub near Newton Aycliffe and the interest that could be generated with railway enthusiasts in the USA. The Strategic Manager for Tourism and the Visitor Economy spoke of the bicentenary being a topic for discussion during the recent trade missions to America, which is an important target market for the county.

Councillor Nicholls commended the Council's increased social media presence on Instagram. He spoke of the difficulties that tourists may encounter when arriving in the county in relation to public transport, with its disconnected public transport system.

Councillor Nicholls expressed his concern to see well established high street businesses closing and he questioned how new independent traders would be able to afford business premises, particularly in city centres. He asked officers what action could be taken to reduce rents, repurpose the high street and to improve the Park and Ride. The Strategic Manager for Tourism and the Visitor Economy informed the Committee that colleagues in Regeneration, Economy and Growth are working with businesses, consultants and private developers to reduce rents and encourage investment and it is hoped that there will be signs of improvement in Durham City in the near future.

In addition, there are plans for more experience-led high streets, where leisure facilities and shops sit alongside each other. The Head of Culture, Sport and Tourism added that the LVEP will consider various approaches to deliver economic growth and create opportunities.

Following the discussion, the Chair proposed an amendment to the recommendation contained in the report which was agreed. The Committee therefore

Resolved:

- a) That members of the Environment and Sustainable Communities Overview and Scrutiny Committee and the Economy and Enterprise Overview and Scrutiny Committee note the information provided in the report and during the presentation.

In addition, following a proposal from the Chair, the Committee agreed an additional recommendation:

- b) That a further update report on County Durham's Visitor Economy be included in the proposed 2023/24 work programme of both Committees which will be considered and discussed by Members at the July meeting of the respective Committee.

6 Such other business

Members of the Environment and Sustainable Communities Overview and Scrutiny Committee were reminded that a visit to various parks, open spaces and nature reserves within the county will take place on Wednesday 10 May 2023 and they were requested to confirm their attendance by responding to the email from Diane Close, Overview and Scrutiny Officer.

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Environment and Sustainable Communities Overview and Scrutiny Committee

12 May 2023



Environment & Climate Change Partnership Update

Report of Alan Patrickson, Corporate Director of Neighbourhoods and Climate Change

Purpose of the report

- 1 To provide Members of the Environment and Sustainable Communities Overview and Scrutiny Committee (ESC OSC) with background information in advance of a presentation from Jim Cokill, Director of Durham Wildlife Trust, and Chair of the County Durham Environment & Climate Change Partnership (ECCP). The presentation will focus on the activity of the partnership over the past year and future plans.

A copy of the presentation is attached as appendix 2.

Executive summary

- 2 The ECCP have been involved a variety of collaborative and promotional activities over the past year linked to the priorities identified in the ECCP Plan 2022-25. The partnership has also supported a wide variety of projects through the three workstreams, examples of which are detailed in the presentation.

Recommendations

- 3 Members of the Environment and Sustainable Communities Overview and Scrutiny Committee are asked to:
 - a) note and comment upon the information provided within the report and presentation.
 - b) include a further update from the Environment and Climate Change Partnership in its work programme for 2023/24.

Background

- 4 The new ECCP was established following a strategic governance review of the County Durham Partnership. The ECCP is supported by three workstream strategic boards:
 - (a) Climate Emergency

- (b) Ecological Emergency
 - (c) Place, Health and Community
- 5 The partnership agreed the ECCP Plan 2022-25:
- (a) Address the climate emergency challenges as they apply to County Durham.
 - (b) Address the ecological emergency challenges as they apply to County Durham.
 - (c) Promote engagement and activity to improve environmental outcomes in communities across County Durham and promote sustainability, health and wellbeing across each workstream area.
 - (d) Increase cross thematic partnership collaboration with the Economic Partnership and the Health and Wellbeing Board.
- 6 The ESC OSC invited the Chair of the ECCP to discuss with members of the committee the priorities of the partnership, activity undertaken over the past year and what is planned.

Current position

ECCP collaboration

- 7 The ECCP have been involved in the following collaboration activities:
- (a) Durham University knowledge sharing - two formal knowledge sharing events have been held in the last 6 months, with the University estates team to compare ways of working on all things net zero, share best practise and develop joint working opportunities such as funding bids. This work has focused on transport, estate decarbonisation, energy management, procurement, communications & engagement, the ecological emergency, and waste. Subsequent meetings and action plans are in development.
 - (b) We are working in collaboration with Business Durham to monitor the delivery of Climate Emergency Response Plan version 2 (CERP2) actions and promote net zero business support. Officers have been attending business engagement events and present on key issues such as energy efficient to reduce energy bills and solar photovoltaic.
 - (c) Meetings have been held between the regional Local Authority Ecologists, the Wildlife Trusts, and Tees Valley Local Nature Partnerships to discuss the Local Nature Recovery Strategy

(LNRS) across the region and how best to ensure cross boundary co-ordination of the LNRS. It is likely that this grouping will form the basis of a cross boundary group tasked with ensuring that each LNRS is cognisant of each other, and linkages are made between the mapping and biodiversity priorities.

- (d) Partners have engaged in the consultation to inform the development of the County Durham Physical Activity strategy and associated well-being action plan. Focal points for input have centred on improving population health by engaging more with our natural environment and the use of natural assets to promote increased physical activity and mental health for both residents and those visiting the county. Amongst our recommendations were promoting the use of Bishop Auckland Heritage trail and introducing a 'once a year bike day' for learning how to maintain them etc, as an element of local walking/cycling routes that are to be included in new housing estate provisions. There was also a wish to see clearer links to the food agenda – i.e., community growing and allotments, as well as exploring links to cultural and heritage promotion.
- (e) The ECCP board Held a workshop on 13 September 2022 with economic strategy leads to help shape the new Inclusive Economic Strategy, including achieving a more broadly defined economic ambition in its vision and priorities and the promotion of the green economy.
- (f) In April 2023 the ECCP worked with Durham County Council (DCC) partners providing comments and suggestion on the proposals detailed in the County Durham Community Engagement consultation. Focusing on the areas of the consultation that will have a direct impact on the priorities of the ECCP.

ECCP promotion

8 The ECCP have been involve d in the following promotional activities:

- (a) The annual County Durham Environment Awards 2022 ceremony, organised by the ECCP, was held in person for the first time since before the Covid-19 pandemic on 28 February 2023, at Hardwick Hall Hotel. Now in its 33rd year, the event celebrated the county's community groups, individuals, businesses and other organisations that demonstrated great design, environmental guardianship, and community spirit across the county. There were 56 nominations received, with a

panel of expert judges whittling down the applications of individuals, businesses, and organisations across the county to identify the category winners, who were presented with their awards on the day.

- (b) The Climate County Durham resident engagement website <https://climatecountydurham.org.uk/> has been successful in engaging with residents, SMEs, and young people. It is updated on a weekly basis with articles focussing on local climate action. This website also includes a climate pledge for residents and business alike which has 53 signatories.
- (c) The SMART cost of living campaign was launched to engage with residents and DCC officers and inform them about energy efficiency measures to reduce their bills during the energy crisis. This campaign is ongoing, delivered in partnership with the Northern Echo.
- (d) DCC developed a Food for the Planet campaign to promote the adoption of low carbon diets. This campaign has involved a 'carbon costed' restaurant night, a low carbon pumpkin patch event and a £1 vegetarian discount across the council's three canteens for up to 1,800 meals. This work was completed with partners from Sustain, the Soil Association, REfUSE café and Little Chefs Big Chefs CIC.
- (e) Partners including DCC, Durham University, Raby Estates, the North Pennines Area of Outstanding Natural Beauty (AONB) and the Federation of Small Businesses have held over 25 events to engage with residents, small and medium enterprises (SME), Town and Parish Councils, Area Action Partnerships and local community groups. Events include the Regional Electric Vehicle Unified Plan electric vehicle (REVUP EV) showcase, Together Towards Net Zero Business showcase and accompanying masterclasses, a Citizen's Forum, and a carbon costed restaurant night.

Climate Emergency work

- 9 The Climate Emergency workstream's main function has been the continuing delivery of the countywide CERP2. The workstream has been supporting several projects, including:
 - (a) Business Energy Efficiency Project (BEEP2) is now completed with over 500 SMEs assisted with energy advice and support since 2019. BEEP3 is due to be launched in the coming months, with a similar purpose but with support extended wider than just

SME's. There are a significant number of interested parties currently on waiting list for BEEP3 to start.

- (b) Horden minewater project- a technical feasibility study is underway to assess ways in which heat from abandoned mines in Horden can be used for community benefit, options include community and commercial horticulture. The study and community engagement has been made possible by DCC's successful funding application for £110,000 from the Department for Business, Energy and Industrial Strategy (BEIS), the Net Zero Hub and the North East Local Enterprise Partnership (LEP).
- (c) A consultant, appointed using funds from a successful European City Facility (EUCF) bid, delivered a report on the feasibility of rollout of solar car ports and green infrastructure across the county on DCC and partner land. Partners include a property developer, the acute NHS Trust, Durham University and Northumbrian Water Ltd. Work is now underway to begin the physical rollout starting with 16 DCC sites.
- (d) A study was undertaken to assess the feasibility of a hydro-power turbine installation in the Twizel Burn, Grange Villa. The study found that the site would provide a viable location for the installation of a 25kW hydro-electric scheme offering a net return on a £328,000 investment within 18 years or 15 years if forecast inflation rates are fulfilled. An internal rate of return of 5.6% over a 25-year period, and an average annual carbon saving of around 26 tons or 40 average UK domestic properties. Officers are now working to assess the options put forward in the report including funding and possible community ownership.
- (e) The Try Before You Buy scheme for businesses to try out EV vans for free over a 3-week period, before deciding to purchase. The scheme has been very successful with the 4 vans available out on the road with SME's a significant proportion of time.

Place, Health and Communities work

- 10 The Place, Health and Community (PHC) workstream continues to engage a wide cross section of place and community-based partners. A new chair, Kate Burrows, Executive Director of Durham Community Action has taken the chairmanship of the group. Projects supported include:
 - (a) Partners have been engaging with stakeholders and promoting walking and cycling along the route of the Stockton and

Darlington Railway Heritage Action Zone, with the Durham section to be delivered by end of March 2024. There will be several significant investment opportunities for Locomotion and Stockton riverside and Preston Park in Darlington such as digital interpretation and a wayfinding app.

- (b) PHC partners took a lead on developing, managing and running the 33rd Environment Awards mentioned in section 8(a) above.
- (c) Local Heritage Listing – partners have been involved in the development of a countywide list of non-designated heritage assets (NDHAs), piloted across 8 settlements, to achieve greater statutory protection of local heritage structures through the creation of a national register to be managed by Historic England. The local process was led by DCC's conservation team who has engaged with over 120 groups and individuals in preparing the list: 42 councillors in 20 wards in pilot areas, 10 Town and Parish Councils, 6 MP's and 5 AAP's. e.g., City of Durham Trust, Bishop Auckland and relevant Town and Parish Councils. Within the 8 settlements there were 410 assets identified, with 111 of those within the Stockton and Durham Railway/Shildon area, 72 in Bishop Auckland, 67 in Durham City, 17 in Sacriston, 47 in Seaham, 30 in Sedgfield, 36 in Shotley Bridge and 30 in Staindrop.

Ecological Emergency work

- 11 The Ecological Emergency Workstream (EEW) has been waiting on guidance from the Department for Environment, Food and Rural Affairs (DEFRA) before undertaking any significant work on the Local Nature Recovery Strategy (LNRS), although work in the background has continued. The DEFRA guidance was released on the 23 March 2023 and both Natural England and DEFRA are holding meetings with the Responsible Authorities producing the LNRS over the coming months to run through the guidance. A meeting of the EEW took place on 18 April to discuss the guidance and determine the next steps. As mentioned, work in the background has continued including:
 - (a) DCC have been working with Natural England to identify the best locations for habitat creation and restoration to enhance existing habitat networks and increase connectivity across landscapes. DCC proposed using magnesium limestone grassland as the trial habitat and Natural England are now liaising with Environmental Records Information Centre (ERIC) for data on magnesium limestone grassland distribution and Local Wildlife Sites and Local Nature Reserves with a

magnesium limestone interest. This trail will feed into the mapping process for the LNRS.

- (b) ERIC and DCC Ecologists continue to work on the mapping, collating baseline data and identifying any gaps. ERIC are involved with two Natural England projects to inform the LNRS mapping. The first of these is an Urban Modelling Project, based on Greater Manchester model, which aims to develop a way to model the urban environment. The second project is around mapping using species data and how this will link to broader habitat mapping. ERIC has produced a model to increase its capacity to deliver the LNRS mapping. ERIC is proposing two new members of staff over two years to deliver across all 4 LNRS within their area. It is hoped that the costs of the new staff can be covered by extra burdens grants from DEFRA, although details of any further funding are still to be provided by Government.
- (c) DCC are interviewing for a new Senior Ecology post to create the capacity within the Ecology Team to progress the LNRS.

ECCP future work

- 12 Future work of the ECCP that will support the delivery of the ECCP Plan 2022-25 includes:
 - (a) Local Electric Vehicle Infrastructure project (LEVI) - DCC has been successful in their bid for £4,375,000 and will be installing 250 EV charge points in Durham in collaboration with delivery partners.
 - (b) Project Greenscape - DCC, in partnership with Northumbrian Water Ltd has applied to the Water Services Regulation Authority innovation fund for Project Greenscape which will see the development of a programme of support, including financial incentivisation, for farmers in County Durham to switch to regenerative practises to improve river water quality, soil health, carbon sequestration and lower the carbon emission of agriculture. If successful, this scheme will act as a national demonstrator.
 - (c) Partners including DCC, Durham Uni, NHS Foundation Trust and Northumbrian Water have jointly applied to the Innovate UK Fast Followers competition, which, if successful, will fund a Net Zero officer across all 4 organisations to develop standard practice to tackle scope 3 emissions.

- (d) Gull-e Trial - DCC are working in partnership with Oxford County Council to develop a Gull-e scheme to enable residents without off street parking to charge electric vehicles. A trial will begin of a gully and a cable sheath in 2023.
- (e) Partners will be looking to forge greater links with the Town and Villages Regeneration Programme in terms of dialogue on how the community needs can be met from sustainable-based investment, such as ensuring services and facilities can be accessed from housing on foot within a 20-minute timeframe. Other areas that are being looked at of interest of partners are greening homes and fuel efficiency.
- (f) Partners will be looking to engage in the roll out of the County Durham Poverty Strategy and build a dialogue with the Horden Together project, exploring opportunities for sustainable and local food growing with the East Durham Trust and their interest in heat recovery from minewater.
- (g) A Local Heritage Listing community panel was launched in April to review borderline cases and agree content of the list. This will inform management reports within DCC endorsing and adopting local lists leading to their protection by means of a supplementary planning document (SPD) later this summer. Partners from the ECCP have agreed that these kinds of community assets could be promoted and supported by its membership and has committed a member to participating in the panel and its next stages.
- (h) The produce the LNRS - this is a huge undertaking, comprising of a written Statement of Priorities which details what we want to achieve and identifies clear targets, and a mapping element that identifies our current biological resource and where the priorities are for habitat creation and restoration. In addition, there is the need for consultation with stakeholders and the wider public and regular reviews and updates in the years following the production of the LNRS.

Requests for support

- 13 Scrutiny members are asked to encourage their constituents to support the creation of the Local Heritage List by engaging in the public consultation process once the draft SPD has been agreed by cabinet, prior to its formal adoption in planning policy.
- 14 Additional resources are likely to be required to enable the delivery of the LNRS and its monitoring; although additional funding from DEFRA

is going to be forthcoming the scale of that support is currently unknown. At this stage it is worth making members aware that additional resources might be required to enable the delivery and monitoring of the LNRS.

Conclusions

- 15 The ECCP have continued to support the delivery of the countywide elements of the CERP2, as well as working to promote important environmental messages through wide ranging consultation, collaboration and engagement activities. Following the guidance delay from DEFRA partners are now gearing up to develop the Local Nature Recovery Strategy over the coming years.

Background papers

- None

Other useful documents

- None

Authors

- Steve Bhowmick Tel: 03000 267122
- Glenn Robinson Tel: 03000 265442

Appendix 1: Implications

Legal Implications

Not applicable

Finance

Not applicable

Consultation

Not applicable

Equality and Diversity / Public Sector Equality Duty

Not applicable

Climate Change

Climate change is a key area identified in this report.

Human Rights

Not applicable

Crime and Disorder

Not applicable

Staffing

Not applicable

Accommodation

Not applicable

Risk

Not applicable

Procurement

Not applicable

Disability Issues

Not applicable

Appendix 2: Environment & Climate Change Partnership Presentation

See separate PowerPoint document.

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County Durham Environment & Climate Change Partnership

Jim Cokill – Director Durham Wildlife Trust and Chair of the Environment & Climate Change Partnership



Better for everyone



Four Strategic Priorities

Page 30



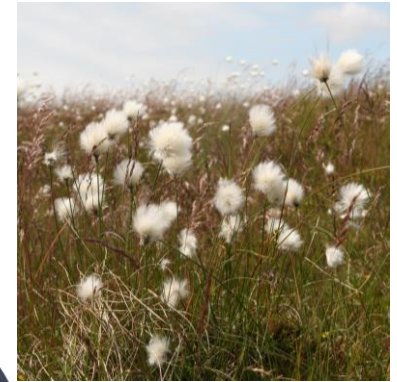
- Countywide Climate Emergency Response Plan
- Local Nature Recovery Strategy
- Increase partner collaboration
- Promote environmental action



Better for everyone

Collaboration

- DCC and Durham University knowledge sharing
- Business Durham
- Local Nature Recovery Strategy
- County Durham Physical Activity Strategy
- Inclusive Economic Strategy
- DCC Community Engagement consultation



Business Durham



Better for everyone



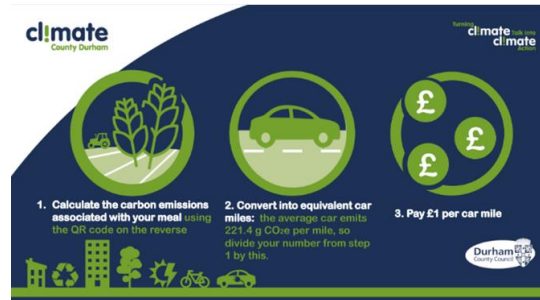
Better for everyone



Better for everyone

Promotion

- 33rd Environment Awards
- Climate County Durham Website
- SMART campaign
- Food for the Planet
- Local events



Turning
cl!mate Talk into
cl!mate Action

cl!mate County Durham
 Durham County Council
www.climatecountydurham.org.uk



Better for everyone

Climate Emergency



Horden Minewater Project



Solar Carport



Twizel Burn hydro-power feasibility study



Try Before You Buy EV vans



Place Health and Communities



Stockton and Darlington Railway heritage Action Zone



County Durham 33rd Environment Awards

Non-designated Heritage Assets Project



Ecological Emergency

Local Nature Recovery Strategy

- Development was on hold until received guidance on 23 March 2023
- Identify locations for habitat creation and restoration
- Working with ERIC on mapping project
- Recruiting new staff to support the LNRS development



Better for everyone

Future work

- LEVI Project
- Greenscape
- Innovate UK Fast Followers
- Gull-e trial
- Green economy study
- Strengthen engagement in Towns and Villages Regeneration programme
- Further involvement with sustainable local food growing
- Local Heritage Listing panel
- 34th Environment Awards
- Local Nature Recovery Strategy development



**The LEVI
BRIDGE Project**
Building Regional Infrastructure
for Durham to Go Electric



Better for everyone

ESC OSC Support

- **Local Heritage Listing consultation**
- **Local Nature Recovery Strategy**

Questions or comments



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Environment and Sustainable Communities Overview and Scrutiny Committee

5 May 2023

Quarter Three, 2022/23 Performance Management Report



Report of John Hewitt, Chief Executive Officer

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present an overview of progress towards achieving the key outcomes of the council's corporate performance framework and highlight key messages to inform strategic priorities and work programmes.
- 2 The report covers performance in and to the end of quarter three, 2022/23, October to December 2022.

Executive Summary

- 3 This report is structured around a performance framework which reflects our current [Council Plan](#) (2022-2026), and its format has been developed to provide greater focus on how the council is contributing to achieving the people's vision.
- 4 The performance report is structured around two main components.
 - (a) State of the County indicators to highlight areas of strategic importance and reflected in both the [County Durham Vision 2035](#) and the [Council Plan](#).
 - (b) Performance of council services and progress against major initiatives as set out in the [Council Plan](#).
- 5 Performance is reported on an exception basis with key messages against the five thematic areas within the Council Plan 2022-2026: our economy, our environment, our people, our communities, and our council. It is broken down into national, regional and local picture, things that are going well, areas which require attention and other areas to note.
- 6 The [Council Plan](#) has undergone its annual refresh and the plan for 2023-2027 was approved by Council on 22 February. The performance

framework is now being adjusted accordingly and will form the structure of this performance report from quarter one, 2023/24.

Context

- 7 The legacy of COVID-19 can still be seen in both our performance reporting and within our services. Performance data relating to the last two financial years are not representative for many areas so, wherever possible, we have compared current performance against pre-pandemic data.
- 8 However, the greatest challenge for our residents, local businesses and the council is the current cost-of-living crisis which has steadily worsened over the last 12 months. High inflation, currently at 10.5%¹, has largely been driven by the rise in the cost of fuel and energy bills, which is being impacted significantly by world events, including the war in Ukraine.
- 9 The cost-of-living crisis is having a triple impact.
 - (a) Impact on our residents. High inflation is outstripping wage and benefit increases, so income is falling in real terms. This is driving demand for services which support people facing financial hardship or who are in crisis, as well as services provided to vulnerable people such as social care for children and adults.

We are receiving more contact from households seeking financial assistance, and we are continuing to see high volume of applications for Welfare Assistance and Discretionary Housing Payments. We are continuing to support residents through the crisis with various initiatives and funds.

- (b) Increased costs for the council. Premises and transport costs have increased in line with higher energy costs and fuel prices, most noticeably across service areas such as waste and Home to School Transport. Contract prices are also being affected, and more contracts are reflecting changes in demand.

We have created a £10 million Budget Support Reserve to assist with inflationary pressures within 2022/23.

- (c) Reduced income for the council. Users of council services may seek to save money resulting in a fall in income from discretionary services such as leisure centres and theatres. We estimate that during 2022/23 our income will be under budget by £1.47 million.

¹ UK Consumer Price Index for 12 months to December 2022. Indicative [modelled consumer price inflation estimates](#) suggest that the CPI rate would have last been higher in October 1981, where the estimate for the annual inflation rate was 11.2%.

- 10 £78.9 million of budget pressures are expected during 2023/24, mainly driven by inflationary and service demand pressures. Partly financed by the additional £56.5 million received from the final Local Government Settlement and from council tax and tax base increases. Savings of £12.4 million will be found from savings with the residual £10 million being funded from the MTFP Support Reserve.
- 11 However, our £778 million capital programme is the most ambitious the council has ever agreed and supports the council's ambition to use its resources to improve education, transport, housing and economic growth.

Recommendation

- 12 That Environment and Sustainable Communities Overview and Scrutiny Committee notes the overall position and direction of travel in relation to quarter three performance, the impact of COVID-19 pandemic recovery and the external international factors driving inflation and cost-of-living on the council's performance, and the actions being taken to address areas of underperformance including the significant economic and well-being challenges because of the pandemic.

Analysis of the Performance Report

- 13 The areas identified in this section are contributory indicators linked to the priorities of the Council Plan. Performance is reported on an exception basis with key messages against the five thematic areas within the Council Plan 2022-2026.

Our Economy

Going Well

- 14 More core tourism businesses are trading in 2022 (c850) compared to 2021 (591) as more businesses reopened following COVID closures.
- 15 Three of our cultural events were evaluated during quarter three. They showed a combined economic impact of almost £850,000 and significant returns on our investment: Durham Book Festival (108%), Seaham Food Festival (598%) and BRASS festival (268%).
- 16 Quarter three ticket sales for our theatres and cinemas were up 14% compared to last year. This was mainly due to successful panto seasons at the Gala and Empire. An average of 100 tickets were sold for each screening / performance held during the quarter which is on par with pre-COVID sales of 103 (at December 2019). 92% of survey respondents rated their 'whole experience' at the theatre or cinema as 'good' or 'very good'

Areas which require attention

- 17 Almost 38,000 people attended our cultural venues during the quarter, 25% fewer (-12,495) than quarter two. However, visitor numbers fluctuate quarter on quarter due to seasonality and events held in the period.

Our environment

- 18 The aim of this priority is to protect our natural environment, including biodiversity and healthy ecosystems. In 2019, the council declared a climate emergency with a commitment to reduce carbon emissions to net zero by 2030 and contribute towards a carbon neutral county by 2045. In April 2022, the council declared an ecological emergency and committed to address ecological decline wherever possible. Our county is of significant landscape value and supports unique combinations of plant and animal species.
- 19 We collected and disposed of 16,000 fewer tonnes of municipal waste during the latest 12 months compared to the previous year (-6%). We believe this is due to people spending more time in their workplace rather than home working so less waste is entering the domestic waste stream managed by the council, and more is going into private trade waste streams through the workplace. The amount of municipal waste collected is now within 3% (7,500 tonnes) of pre-pandemic levels.

Going Well

- 20 Renewable electricity capacity across the county increased by 2.8MW in 2021, compared to 2020. It is currently just over 231MW, with wind power as the largest contributor (135.4MW, 59%). This includes renewable energy capacity generated through delivery of our own schemes as well as through countywide schemes we are involved in.
- 21 245 fewer properties benefited from an energy efficiency measure this quarter (-31%) which reflects the Local Authority Delivery Scheme Phase 2 coming to an end in September 2022. However, we expect measures funded by the Social Housing Decarbonisation Fund to help almost 1,200 social housing properties increase their EPC ratings and reduce energy costs by September 2023.

Our communities

- 22 The aim of this priority is to ensure our communities are well connected and supportive of each other, with vibrant and accessible towns and villages which are well-used, clean, attractive and safe. We will support our most vulnerable residents, particularly those isolated or financially vulnerable. We will maintain a strong focus on tackling poverty throughout the cost-of-living crisis.

Going Well

- 23 24% of properties covered by our selective licensing scheme (launched 1 April 2022) are fully licenced, and a further 6% have submitted applications. Since approval of the scheme was approved, the rate of anti-social behaviour within designated areas has increased by 14% (compared to 16% countywide).

Risk Management

- 24 Effective risk management is a vital component of the council's agenda. The council's risk management process sits alongside our change programme and is incorporated into all significant change and improvement projects. The latest report can be found [here](#).

Background papers

- County Durham Vision (County Council, 23 October 2019)
<https://democracy.durham.gov.uk/documents/s115064/Draft%20Durham%20Vision%20v10.0.pdf>

Other useful documents

- Council Plan 2022 to 2026 (current plan)
<https://democracy.durham.gov.uk/mgAi.aspx?ID=56529>
- Quarter Two, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s166398/Corporate%20Performance%20Report%20Q2%202022-23%20v2.1.pdf>
- Quarter One, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s161902/Corporate%20Performance%20Report%20Q1%202022-23%20Revised.pdf>
- Quarter Four, 2021/22 Performance Management Report
<https://democracy.durham.gov.uk/documents/s157533/Year%20End%20performance%20report%202021-22.pdf>
- Quarter Three, 2021/22 Performance Management Report
<https://democracy.durham.gov.uk/documents/s152742/Performance%20Report%202021-22%20003.pdf>

Author

Steve Evans

Contact: steve.evans@durham.gov.uk

Appendix 1: Implications

Legal Implications

Not applicable.

Finance

Latest performance information is being used to inform corporate, service and financial planning.

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

Equality measures are monitored as part of the performance monitoring process.

Climate Change

We have declared a climate change emergency and consider the implications of climate change in our reports and decision-making.

Human Rights

Not applicable.

Crime and Disorder

A number of performance indicators and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

Staffing

Performance against a number of relevant corporate health indicators has been included to monitor staffing issues.

Accommodation

Not applicable.

Risk

Reporting of significant risks and their interaction with performance is integrated into the quarterly performance management report.

Procurement

Not applicable.



Durham County Council Performance Management Report Quarter Three, 2022/23



1.0 Our Economy: National, Regional & Local Picture

1.1 Council Activity: Going Well

Tourism businesses actively engaged with Visit County Durham

- 1 The promote of our cultural and tourism offer for both visitors and our community and raising the profile of our County as a key UK visitor destination are an important part of our economic growth plans within the Inclusive Economic Strategy.
- 2 At the end of quarter three, there were c850 core tourism businesses across the county compared to the 2021 baseline of 591. The increase being due to businesses reopening following COVID closures.
- 3 27% (230) of tourism businesses were actively engaged with Visit County Durham via our paid for partnership scheme. However, broader active engagement extends to over 90% of businesses through local business support programmes and national initiatives targeted at the visitor economy.
- 4 The impact of COVID during this time and the subsequent cost of living crisis has impacted on the profitability of businesses and therefore the willingness to participate in the paid membership scheme.

Festivals

- 5 Durham Book Festival (13-15 October) involved 30 live events at the Gala Theatre and Clayport Library. Most events were also live streamed so people could watch from home. 2,843 people attended the live events, generating an economic impact of £81,346, a 108% return on our £75,000 investment.
- 6 BRASS festival (10-17 July), a free and ticketed event, attracted 35,645 visitors. The festival generated an economic impact of £321,474, a 268% return on our £120,000 investment.
- 7 Seaham Food Festival (4-7 August) involved 119 stall holders, a programme of food demonstrations by celebrity chefs and outdoor performances and music. The festival attracted 28,120 visitors and generated a total economic impact of £434,789, a 589% return on our £73,789 investment.

Theatres: Gala, Bishop Auckland Town Hall and Empire²

8 Ticket sales are up 14% on last year, with an average of 100 tickets sold for each screening/performance held during the quarter, compared to 88 in quarter two. Ticket sales are on par with the same period pre covid (103, December 2019). Ticket sales were boosted due to a successful Panto Season at both the Gala and Empire, with the Empire seeing record breaking attendance figures. Cinema sales have increased slightly with an average of 29 tickets sold compared to 24 last quarter. We are looking at options to address cinema attendance by taking a different approach to programming and are scheduled to roll out an Events Cinema pilot during the coming months that will offer customers not only new releases but film genres, for example romantic films to coincide with Valentines.

9 Across the three venues, respondents rated the following as 'good' or 'very good':

	Overall	Gala	Bishop Auckland	Empire
Ticket booking experience	96%	95%	95%	97%
Staff welcome	93%	91%	96%	95%
Food and drink facilities	72%	69%	77%	76%
Quality of event	90%	85%	84%	98%
Value for money	92%	88%	91%	98%
Whole Experience	92%	89%	90%	98%

10 Specific customer feedback was received through the satisfaction survey. Recurring issues were poor toilet facilities, long queues for food and drink, and the auditorium temperature (too cold).

11 Also, some customers felt we were under-selling the shows and suggested that events could be better advertised with more information about the event provided.

1.2 Council Activity: Areas which require attention

Visits to council owned cultural venues during quarter three

12 There were 37,834 visits during the quarter, 25% (12,495) less than quarter two. However, visitor numbers fluctuate quarter on quarter due to seasonality and events held in the period

- Killhope: 1,280 visitors (October only) – the 2022 season (April-October) was its best performance for many years with attendance figures reaching 12,995, compared to 10,640 in 2021. An increase in visitors of 2,355 (22%).

- DLI Collection at Sevenhills: 7,640 visitors – a decrease of 31% (3,423) on quarter two which had higher education figures. Also, Palace Green library exhibition was quieter during quarter three due to Christmas closures and no temporary exhibitions taking place.
- Durham Town Hall: 6,348 visitors – although 4% (241), less than the previous quarter, quarter two figures included visitors to the Durham Fringe Festival and graduation parties from the University.
- Bishop Auckland Town Hall: 22,566 visitors – 12% (3,218) lower than quarter two due to the opening of the Spanish Gallery restaurant and new café which is close to the Town Hall and Auckland Castle Café stopping ticketing entry. Poor weather and heating issues in the Town Hall also impacted visitor numbers.

2.0 Our Environment: National, Regional & Local Picture

- 13 Renewable electricity capacity increased across the County in 2021 to just over 231 MW, with wind power as the largest contributor (135.4MW, 58.6%). Since 2014 when this data was first released, capacity in the County has increased by 18% (35.2MW). This includes renewable energy capacity generated through delivery of our own schemes as well as through countywide schemes we are involved in.

2.1 Council Activity: Going Well

Carbon Reduction

- 14 The Business Energy Efficiency Programme, which provides advice and grants to local businesses, has reduced carbon emissions by more than 1,000 tonnes since 2019. Demand for the service remains high due to the current energy crisis.

Carbon Emissions

- 15 The solar farm with battery storage at Morrison Busty Depot is due to be completed in February 2023.
- 16 Bids to the Public Sector Decarbonisation Scheme (PSDS) Phase 3b have been submitted and we are awaiting the announcement of the outcome. A previous scheme delivered under the PSDS at Woodland primary school where air source heat pumps and a solar PV system were installed in December 2021 has reduced energy costs to the school by 30% (£3,500) and carbon emissions by almost 17 tonnes.

Energy efficiency advice and support

- 17 129 households were helped to save an average of £179 during quarter three (through Managing Money Better). More people contacted the scheme about fuel debt issues, and almost £5,600 of savings linked to fuel debt write-offs and vouchers were claimed within the quarter.
- 18 546 properties benefited from an energy efficiency measure this quarter, 31% (245) less than quarter two due to the Local Authority Delivery Scheme Phase 2 (LAD2) coming to an end in September 2022. Measures are currently funded via the Social Housing Decarbonisation Fund that is expected to help 1,164 social housing properties increase EPC ratings to reduce energy costs by September 2023.

Accreditations and Awards

- 19 The council was awarded Overall Outstanding Achiever (Large Organisation) at the 2022 Investors in the Environment award ceremony – in recognition of a wide array of environmental projects and initiatives to improve the council's sustainability and protect and enhance County Durham's environment.

2.2 Council Activity: Other Areas to Note

Waste

- 20 6% (16,000 tonnes) less municipal waste tonnage was collected and disposed of during the latest 12 months compared to the previous year and is within 3% (7,500 tonnes) of pre-pandemic levels. This decrease is believed to be due to people now spending more time in the workplace rather than home working - less waste entering the domestic waste stream managed by the council, and more going into private trade waste streams through the workplace.
- 21 Capacity issues continue at the energy from waste plant, impacting the proportion of waste diverted from landfill. This is a regional issue due to a higher level of local authority waste, as County Durham has the highest population in the area it also has the highest input into the plant. When tonnages collected across the region reduce and capacity improves it is hoped that the diversion rate will also improve.
- 22 Although the contamination rate is below the same period last year, it has increased slightly on last quarter (by one percentage point) and continues to be above the pre-covid rate of 29.95%. Bin stickers showing which items should be placed in each bin have been distributed to all households as part of the countywide contamination campaign. Phase two is now underway, this involves rejecting and removing contaminated bins, supported by recycling assistants' door knocking and advising residents.

Air Quality

- 23 The deterioration in air quality, from 96% in 2020 to 65% in 2021, within the Durham City air quality management area was mainly due to the city returning to normal routines and working patterns post-covid, and changes to traffic flows whilst works to Elvet Bridge were being completed. Air quality results show an improvement on the pre-covid (2019) position of 54%.

Street cleansing surveys (July-October)

- 24 The latest survey showed an increase in dog fouling, and we have responded with targeted patrols in the known problem areas. We are consulting on expanding [The Public Space Protection Order for dog ownership](#) until 13 March.

National recycling award

- 25 Our Waste Electrical and Electronic Equipment (WEEE) recycling project won 'Campaign of the Year' at the National Recycling Awards (it was also shortlisted for a 2022 LARAC3 Award). 130 collection points are available across the county.

3.0 Our Communities: National, Regional & Local Picture

3.1 Council Activity: Going Well

Selective Licensing (in effect from 1 April 2022)

- 26 6,712 properties are now fully licenced, equating to an estimated 24% of all properties covered by the scheme. A further 1,600 applications are in the system, which equates to a further 6% of properties.
- 27 Since the scheme was approved in December 2021, the rate of anti-social behaviour incidents within selective licensing designated areas⁴ has increased by 14%. This compares to a 16% increase across the county.

³ Local Authority Recycling Advisory Committee

⁴ This is a specific sub-set of ASB. It differs in that it does not contain stray dogs, stray horses, abandoned shopping trolleys, graffiti, criminal damage or pollution. It is also limited to council, fire and police data whereas the overall reports of ASB contains some housing association data.

4.0 Data Tables

Key to Symbols

Performance against target and previous performance		Performance against comparable groups		Direction of Travel	
✓	meeting or exceeding	✓	Performance is better than national or north east	↑	higher than comparable period
○	within 2%	×	Performance is worse than national or north east	→	static against comparable period
×	more than 2% behind			↓	lower than comparable period

NB: oldest data in left column

Types of indicators

There are two types of performance indicators throughout the report:

1. Key target indicators – targets are set as improvements can be measured regularly and can be actively influenced by the council and its partners; and
2. Key tracker indicators – performance is tracked but no targets are set as they are long-term and / or can only be partially influenced by the council and its partners.

National Benchmarking (N)

We compare our performance to all English authorities. The number of authorities varies according to the performance indicator and functions of councils, e.g., educational attainment is compared to county and unitary councils, however waste disposal is compared to district and unitary councils.

North East Benchmarking (NE)

The North East comparator is the average performance from the authorities within the North East region - County Durham, Darlington, Gateshead, Hartlepool, Middlesbrough, Newcastle upon Tyne, North Tyneside, Northumberland, Redcar and Cleveland, Stockton-on-Tees, South Tyneside, Sunderland.

More detail is available from the Strategy Team at performance@durham.gov.uk

Our Economy

Page 5
Performance

Performance Indicator	Latest data (period covered)	Performance compared to:					Direction of Travel - last four reporting periods				updated
		Period target	12 months earlier	Pre-COVID	N	NE					
Attract 11.96 million visitors to the county in 2021 (5% increase on 2020)	15.77m	11.96m	11.39m	11.39m	-	-	↓	↓	↓	↑	No
	(2021)	✓	✓	✓							
Amount (£ million) generated by the visitor economy	£826.6m	£608.4m	£506.7m	£506.7m	-	-	↓	↓	↓	↑	No
	(2021)	✓	✓	✓							
No. jobs supported by the visitor economy	10,063	8,153	6,794	6,794	-	-	↓	↓	↓	↑	No
	(2021)	✓	✓	✓							
No of tourism businesses actively engaged with Visit County Durham	230	Tracker	236	new PI	-	-	new PI	new PI	new PI	new PI	Yes
	(2022)	-	x								
No. of people attending cultural events / programme events	185,312 (2021)	Tracker -	new PI	new PI	-	-	new PI	new PI	new PI	new PI	No
No. of people attending council owned cultural venues (Killhope, DLI & town halls)	37,834 (Oct-Dec 22)	Tracker -	-	-	-	-	new PI	new PI	↓	↓	Yes
Average number of tickets sold per cinema and theatre screening/performance during the quarter	100 (Oct-Dec 22)	TBC	88 ✓	74 ✓	-	-	↑	↑	↑	↑	Yes

Our Environment

Performance Indicator	Latest data (period covered)	Performance compared to:					Direction of Travel - last four reporting periods				updated
		Period target	12 months earlier	Pre-COVID	N	NE					
County Durham to become net zero by 2045	57 (2020)	Tracker -	54 ✓	54 ✓	-	-	↑	↑	↓	↑	No
Reduce the council's carbon emissions to net zero by 2030 (reduction from 1990 baseline)	57% (2021/22)	Tracker -	58% ○	51% ✓	-	-	↑	↑	↑	↓	No
Work towards Durham City Air Quality Management Area NO2 levels being below the govt threshold of 40µg/m3	65% (2021)	100% x	96% x	54% (2019) ✓	-	-	↓	↓	↑	↓	Yes
Plant a minimum of 140,000 trees by 2024	40,414 (2021/22)	Tracker -	new PI	new PI	-	-	new PI	new PI	new PI	new PI	No
% of household waste that is re-used, recycled or composted	37.7% (Oct 21-Sep 22)	Tracker -	38.2% ○	41.1% x			↓	↑	→	↓	Yes
Increase the proportion of waste diverted from landfill to at least 95%	93.2% (Oct 21-Sep 22)	95% x	90% ✓	97.8% x			→	→	↑	↑	Yes
Contamination rate (%)	34.5% (Oct 21-Sep 22)	Tracker -	34.69% ✓	29.95% x	-	-	↑	↑	↓	↑	Yes
Raise cycling and walking levels in County Durham in line with national levels by 2035	67.7%	Tracker	68%	68%			↑	↓	↑	↓	No
	(2020/21)	-	○	○							
% overall satisfaction with cycle routes & facilities (confidence intervals +/-4pp)	52%	Tracker	54%	-			-	-	-	→	Yes
	(2022)	-	○								

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Performance Indicator	Latest data (period covered)	Performance compared to:					Direction of Travel - last four reporting periods				updated
		Period target	12 months earlier	Pre-COVID	N	NE					
Achieve 100% licensing of private rented sector properties covered by the Selective Licensing Scheme by 2027	24% (Sep 22)	Tracker -	new PI	new PI	-	-	new PI	new PI	new PI	n/a	Yes
No. of fully licensed private rented sector properties in the selective licensed areas	6,712 (Sep 22)	Tracker -	new PI	new PI	-	-	new PI	new PI	new PI	n/a	Yes
Reduce ASB rates (per 10,000 population) within the Selective Licensing Scheme areas by 10% (against the 2021 baseline)	283.9 (Jul-Sep 22)	224.27 x	229.06 x	new PI	-	-	new PI	new PI	new PI	↓	Yes
Return the number of fly-tipping incidents to at least pre-COVID levels by 2035	5,184 (Jan-Dec 22)	6,548 ✓	6,895 ✓	6,548 ✓	-	-	↓	↓	↓	↓	Yes
% of land which falls below unacceptable levels of cleanliness - detritus	7.8% (Jul-Oct 22)	12% ✓	9% ✓	13.4% ✓	-	-	↑	↓	↓	↓	Yes
% of land which falls below unacceptable levels of cleanliness - litter	4.4% (Jul-Oct 22)	6% ✓	5.2% ✓	6.6% ✓	-	-	↓	↓	↓	↑	Yes
% of land which falls below unacceptable levels of cleanliness - dog fouling	1.4% (Jul-Oct 22)	1% ✓	0.5% x	1.6% ✓	-	-	↑	↓	↓	↑	Yes

Other relevant indicators

Performance Indicator	Latest data (period covered)	Performance compared to:					Direction of Travel - last four reporting periods				updated
		Period target	12 months earlier	Pre-COVID	N	NE					
% of A roads where maintenance is recommended	3.1% (2020)	Tracker -	3.0% ○	3.0% ○			↓	→	↑	↑	No
% of B roads where maintenance is recommended	3.0% (2020)	Tracker -	3.3% ✓	3.3% ✓			↓	→	↓	↓	No
% of C roads where maintenance is recommended	2.6% (2020)	Tracker -	2.3% x	2.3% x			↓	→	↓	↑	No
% of unclassified roads where maintenance is recommended	22.5% (2020)	Tracker -	21.3% x	21.3% x			→	↑	↑	↑	No

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